



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

758

Date Received

15-FEB-2001

Od_or

rt_dt

pd_rt

ip_ltr

Reference No.

880627

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FTWW3350YEA60091	FORD TRUCK	F350	2000	

Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CCL) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
--	--	--	--

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
---	---	---	--	--	---	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
-----------------------	----------------------------	--	---

No. of Failures 7	Date(s) of Failure(s) 20-JUN-2000 Mileage at Failure(s) 14000 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No
----------------------	---	--	--

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THERE IS A LOUD POPPING SOUND FROM UNDERNEATH VEHICLE, AND SOMETIMES FROM FRONT, THEN BACK. TOOK VEHICLE TO DEALER 7 TIMES, COULD NOT FIND CAUSE. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Vehicle Owner's Questionnaire (VOQ)

U.S. Department
of TransportationNational Highway
Traffic Safety

Administration

www.nhtsa.dot.gov/hotline

1-888-DASH-2-DOT

1-888-327-4236

OWNER INFORMATION (Type of Print)

674944

Reference No.

880627

Work

Home

Date Received

15-FEB-2001

up

od

it

at

Date

NO

YES

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date

Vehicle Identification No. (VIN)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

Purchase Date

New ☒ Used ☐

Dealer's Name

State

Zip Code

Engine Size

(CID/CC/L

No Cylinders

Turbo

Diesel

Gas

Fuel Injection

Body Style

2-Door

4-Door

Stationwagon

Pick Up Truck

Other

Vehicle Type

Car

Van

Minivan

Other

Sport Ute

Truck

Motorcycle

Drive Train

Front

Rear

4-Wheel

Cruise Control

No ☐ Yes ☒

Restraint System

Motorbelt

2-Point Belt

Passenger-side Airbag

Driver-side Airbag

Antilock Brakes

Yes ☒ No ☐

Transmission Type

Automatic ☒ Manual ☐

Part Name(s)

SUSPENSION

Location

Left ☐ Right ☐

Failed Part(s)

Original ☐ Replacement ☐

Failed Part(s)

Available? ☐ No ☐ Yes ☐

NHTSA Previously

Contacted? ☐ Yes ☐ No ☐

No of Failures

7

Date(s) of Failure(s)

20-JUN-2000

Mileage at Failure(s)

14000

Vehicle Speed at Failure(s)

Application Incident Information

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash

Yes ☐ No ☒

Fire

Yes ☐ No ☒

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

Yes ☐ No ☒

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THERE IS A LOUD POPPING SOUND FROM UNDERNEATH VEHICLE, AND SOMETIMES FROM

FRONT, THEN BACK, TOOK VEHICLE TO DEALER 7 TIMES, COULD NOT FIND CAUSE. 'AK

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and

subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining

whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation

against a manufacturer, your response or a statistical summary thereof, may be used in support of the agency's action.

CONTINUE ON BACK IF NEEDED

FOR AGENCY USE ONLY 750

The trouble with this truck started last year. It first was noticed when you backed it up. I can't say what kind of noise it made but it did it when you put it in reverse and backed it up. It doesn't do it all the time. It's like something binds up in the rear end. After a while the truck started making funny noises when you turned the wheels to the right when you were turning the corner. As the months have passed it has been in the Craig Ford Service Dept. 7 times to try and figure out where the noises are coming from. It should have been in more times but my wife needed it for transportation as it was bought for her. She took it in as often as she could and left it. Sometimes it was there for at least 3 or 4 days. They didn't give her a loaner vehicle as this one was not bought at their dealership. One day she took the truck to have the tires rotated at Brewers Tire Co. she went and picked the truck up when it was done and headed back to work before she even got about a mile down the road it started making funny noises again. She immediately went to Craig Ford with it. They told her to bring it back after lunch. She did and they checked it out again. They know something is wrong but can't find out what. A few weeks after this episode she drove the truck to Steamboat Sprgs. to shop. Went in a store, came out started it up backed it up and it started making terrible noises underneath. Her friend and her jumped out to see what happened. My wife said she thought the rear end had fallen out or the tires had come off the truck. Her friend said it sounded like the noises that day were right under the passenger seat or between the front seats. Back it went to Ford again when we We we first got the truck it rode smooth and real nice, now it rides and drives like a lumber wagon. It feels like the front end and the back end don't belong together. One is working against the other. My wife is scared to drive it now. It is parked in front of our house as the roads are real bad here and you don't know what this vehicle is

going to do. This truck is becoming a major safety issue. We would like this mess to be taken care of. We would like our money back so we could purchase a vehicle that would make my wife feel safe to be in. This situation was before the dispute board and all they said was why had we quit taking it in to the shop and that they would give us a loaner. This has gone on too long now. The Ford Motor Co. was suppose to have a representative come out to see about this but when they were called 3 weeks ago they said they would't do anything this would have to go to the Lemon Law.

Please fax your reports to 262-549-6744 when completed or mail it to the address on the attached letter. Fax is preferred for timing reasons. (If mailed, PLEASE RETAIN A COPY FOR YOUR RECORDS.)



Attn: Service Manager - Immediate Action Required

Case Open Date: 11/29/00
Case Number: 1361253320

Region Number: 56
Dealer Name: Craig Ford

Owner's Name: [REDACTED]
Model Year: 2000 Vehicle Model: E-350
VIN: 1FTWW33S0YEA60091
Current Mileage: 79365

- 1.) Have you or someone from your department spoken with the customer about the concern(s) listed on customer's application?

Yes ☒ No ☐

Please explain: NOISE IN REAR AND ON POISSON
DOWNHILL

- 2.) Have you or someone from your department inspected or test driven the vehicle for the concern(s) listed on the application?

☒ ☐

Please explain: SEVERAL ATTEMPTS IN REAR
USB Adm.

DEC 13 2000

RECEIVED

- 3.) Does this vehicle show signs of abuse or lack of maintenance?

☐ ☒

If yes, please explain:

- 4.) Has a Ford Market Area Team member (CSM, FSE or DOM) been involved?

☐ ☒

If yes, how?

- 5.) Was the customer offered a loaner or other courtesy transportation during service?

☐ ☒

SUSPECTOR DID NOT PURCHASE VEHICLE FROM OUR DEPARTMENT

- 6.) How many days has the vehicle been out of service for the Ford warranty concern(s) listed on the customer's application?

- 7.) What additional actions, if any, have been taken to assist with the customer's concern(s)?

Signature: [REDACTED]

Title: SVC MGR

Date: 12/15/00

Please attach any additional comments on a separate page.

FA22/30

DISPUTE SETTLEMENT BOARD - COMPANY STATEMENT

40 DAY DELAY CODE: 16

CASE NUMBER: 1361263320

Owner Name: DART DECKER

Vehicle Model: FORD F 350

Year: 2000

VIN: 1FTWW3350YEA60081

WSD: 11/21/1999

Current Mileage: 14365

New Vehicle Purchase:



Used Vehicle Purchase:



Mileage at purchase: Miles

New Leased Vehicle:



Lease Term: ___ Months / ___ Miles

ESP:



Type: ___ Years / ___ Miles

Selling Dealership: MIKE NAUGHTON FORD

Servicing Dealership: CRAIG FORD

1. Has a Ford representative contacted the customer about the concern(s)?
Dispute Resolution Specialist, Beth Case, spoke with the customer about his concern on 1/04/01.
2. What is the customer's unresolved warranty concern(s)?
The customer concern is with a noise in the rear end of the vehicle.
3. Has a Ford representative inspected or test-driven the vehicle? NO
4. How many times has the vehicle been in for the same warranty concern(s)?
There is one warranty repair submitted for this vehicle. The service department drove the vehicle for 300 miles trying to duplicate the noise described by the customer. They were unable to do so. Upon advice from the Technical Hotline, the cab bolts were tightened, and the clutch pack replaced. The vehicle has not been back to the dealership since October 2000.
5. How many days has the vehicle been out of service for warranty concern(s)?
As per the dealership, 13 days.
6. What actions have been taken to resolve the concern(s) prior to Board review?
The customer states the problem occurs only on occasion, and the dealership has tried to address the problem. It is difficult to attempt repairs where the problem remains unverified. Ford Motor and the dealer will address all verifiable warranty concerns on this vehicle as long as it remains under warranty.

WARRANTY HISTORY

Rear End Noise

10/04/2000 @ 9595 Miles

Replaced clutch pack, and tightened cab bolts.

Signature: Beth Case Title: Dispute Resolution Specialist Date January 04, 2001



ELIGIBLE DISPUTE SETTLEMENT BOARD APPLICATION

(Please supply all requested information)

REC'D NOV 27 2000

Please print (in black ink) or type.

Case No.

1361253320

(Internal Use Only)

Owner/Lessee Name ☒ Mr. ☐ Mrs. ☐ [Redacted]

Address [Redacted]

City [Redacted]

Home Phone [Redacted] Business Phone () SAME (Required) Ext. [Redacted]

Vehicle Year 2000 Make FORD Model F350 Acquired: New ☒ * Used ☐ Leased ☐

Vehicle Use: ☒ Personal ☐ Commercial * Mileage at time of used vehicle purchase 0

Date Purchased/Leased 11-21-1999 Current Mileage 14365

How did you hear about the Dispute Settlement Board process? ☒ Dealer ☐ Factory Representative

☐ Ford 800 * ☐ State or Federal agency ☐ Other (specify) _____

Selling Dealer BIG MIKE NAUGHTON FORD City AURORA, CO

Servicing Dealer(s) CRAIG FORD City CRAIG, CO

1. Briefly describe your unresolved service concern(s) below: (Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.)

SNAPPING AND POPPING NOISES UNDERNEATH
TOWARD REAR
THIS HAS BEEN WARRANTY WORK BY CRAIG FORD
CONTACT STEVE DEYO 974-884-9441

2. How many times has the vehicle been in for the same warranty repair? 7 ATTEMPTS

First repair attempt: Date 8-20-00 Mileage 9595

Last repair attempt: Date 10-4-00 Mileage _____

3. How many days has the vehicle been out of service for warranty repairs? _____

4. Have you recently contacted your dealer about this concern? Yes ☒ No ☐ Individual's name STEVE DEYO

5. Does the stated warranty concern now exist? Yes ☒ No ☐

6. Would you like to make an oral presentation to the Board? Yes ☐ No ☒

If yes, would you like to make it in person _____ or by teleconference ☒

7. Describe what you want done to resolve your concern:

WOULD LIKE TO HAVE PURCHASE PRICE BACK

DISPUTE SETTLEMENT BOARD - a voluntary, free, independent dispute settlement program -

Signature [Redacted]

Date 11-17-2000

Mail this completed form, and any supporting documents to:

Dispute Settlement Board

P.O. Box 5120

Southfield, MI 48086-5120

10F NOV 30 2000

Rear End Noise

56

C/N

DSB Administration
P.O. Box 1424
Waukesha, WI 53187 - 1424



November 29, 2000



Dear Dart Decker:

This letter is to acknowledge the receipt of your DSB application and to provide you with your DSB Case No: 1361253320. The following concern(s) listed in your application is(are) eligible for Board review:

CONCERN

POSSIBLE APPLICABLE WARRANTY

Rear End Noise

Bumper To Bumper

The Board's jurisdiction may not cover all the concerns listed in your application and, consequently, they may not be eligible for Board review. The rules and guidelines of Ford's DSB program are contained in the DSB brochure.

Consistent with Board procedures, you may be re-contacted by your dealer and/or a Ford Motor Company representative in an effort to resolve your case. If a mutually satisfactory resolution is not achieved, your case will be forwarded to the Board for review. Since the Board meets once a month, some cases may take longer than 30 days before being reviewed.

You will be sent a letter advising you of the Board's decision within 7 to 10 days following the Board meeting.

Questions regarding the status of your case can be directed to Joe Bichanich & Candy Ruehl at (800) 688-2429.

Sincerely,

DSB Administration

Reminder : Non-warranty concerns are beyond the Board's jurisdiction. The Board's jurisdiction encompasses only concerns which are within the new vehicle Limited Warranty.

1FTWW33SOYEA60091

11/27/2000 08:55:57

2000 F-SERIES

F-350 CREW CAB 4X4

6.8L EFI SOHC

OF718POA 4R100 (E4OD) 4SP O/D

AXLE CODE:

*OPEN CAMPAIGNS

NO CAMPAIGN MESSAGE(S) FOUND

*WARRANTY START DATE 10/21/1999 BUILD DATE 09/26/1999 START ODOM 00015
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

NO ESP INFORMATION AVAILABLE

*THIS VEHICLE HAD A MORSII CONTACT CLOSED WITHIN THE PAST 180 DAYS

FOR MORE INFO <RTN>, M. MENU OR 99. BYE

(2)